

CASE STUDY

Chemicals

€12.4B+

Revenue

40%

Savings

2011

Services established with SSCS



Created in 1863, this is a global company driven by proud and committed chemists. With their historical anchorage in Europe, their products serve diversified markets worldwide, from consumer goods to energy, with one main aim – to improve quality of life and customer performance.

Coverage

Our client was using multiple vendors to support all their locations in the US for Cisco LAN support services. Their desire was to have one vendor who could provide:

- Monitoring, configuration, and troubleshooting of LAN assets
- Replacement or repair of failed LAN hardware
- Management of Cisco operating systems licensing, including rights to updates
- A source to purchase additional Cisco equipment

Cost Savings

Price was also a major consideration. Our client was paying a premium by working with multiple support providers. They wanted to achieve substantial cost savings by choosing one support provider to:

- Control procurement costs
- Maintain all Cisco networking gear
- Help increase buying power and leverage

By using SSCS, our client has decreased response times for LAN operational support and on-site hardware support services.

Consolidated Contracts

Within a few months SSCS has combined all service support agreements and consolidated their equipment inventory into one master list.

SSCS has successfully expanded their coverage into Europe, permitting clients like this one to simplify and consolidate support agreements, while dramatically impacting OpEx.

Specialized Solution

SSCS continues to demonstrate that it's possible to have a single provider for LAN support services while reducing maintenance costs by approximately 40%. all while providing superior service.